



GrapeLine Dial-A-Ride (DAR) / VineLine ADA Paratransit No-Show Procedures

City of Lodi Transit values our customers and appreciates you choosing us as your selected service. One of our goals is to provide you and other passengers with timely and reliable service. To help us accomplish this goal, City of Lodi has established no-show procedures in conformance with federal regulations.

If you have pattern or practice of no-shows, you will be suspended from service. A No Show is given when a DAR / VineLine passenger reserves a ride but does not meet the vehicle within 5 minutes of its arrival or calls 209-333-6806 to cancel a trip, within one (1) hour prior to your scheduled departure time. If you have 4 "no-shows" in 6 months, the following process will occur:

- 1st No-Show: A Notice is sent along with a copy of the No-Show policy.
- 2nd No-Show: A Second Notice is sent.
- 3rd No-Show: A Final Warning is sent.
- 4th No-Show: A Suspension Notice is sent.

The following process shall apply to all passengers issued any additional suspensions within 12 months of the original suspension:

- 1st No-Show: A Notice is sent.
- 2nd No-Show: A Final Warning is sent.
- 3rd No-Show: A Suspension Notice is sent.

1st Suspension in 6 Months: One (1) week suspension and you will lose your subscription privilege (for that time period).

2nd Suspension in 6 Months: Two (2) weeks suspension and you will lose your subscription privilege.

3rd Suspension in 6 Months: Thirty (30) day suspension and you will lose your subscription privilege.